

# Communique to the Homelessness and Housing sector - Improvements

Thank you for your continued commitment to improving the way we work together to deliver vital housing and homelessness services for Queenslanders.

*Partnering for Impact* and *Partnering for Growth* have provided us many opportunities over the past 18 months to engage with you and better understand areas for improvement.

Over these last 6 months, and through our COVID-19 response, we have seen increased opportunities for collaboration and activating innovative solutions together. It has also seen us make program and administrative improvements to enable better responses for people in need.

Further improvements that the department is looking forward to implementing with you over the next few months are outlined below.

Please continue to liaise with your local contract officer on any questions in relation to these improvements and changes.

## Homelessness Service Agreement improvements

We have been working with Specialist Homelessness Services providers to identify issues and develop solutions to improve Homelessness Service Agreements. Important improvements to the agreements have now been approved for implementation.

These changes will assist to provide certainty and stability to vulnerable Queenslanders and the homelessness sector and to encourage innovation to respond to homelessness.

The immediate improvements will apply to homelessness funding Q1 2020-2021 reporting due in October 2020 and were effective from 1 July 2020.

Attached is a **summary of the Service Agreement Improvements** - immediate improvements to be implemented now and others that will continue to be explored.

## Community Housing policy and reporting improvements

At the Q Shelter CEO and Senior Leaders' Forum on 30 July 2020, the Deputy Director-General, Housing, Homelessness and Sport announced that a number of community housing policies were being updated.

These policy changes will improve outcomes for people in housing need and reduce administrative burden and overheads for Community Housing providers.

The changes include:

- making permanent the removal of the time limited and transitional nature of Community Housing programs;
- changes to the allowable expenditure and surplus policy for Community Housing to underpin implementation of Partnering for Growth.

Attached is **formal notification of the policy change**, including where the updated policies have been published.

The department is streamlining financial reporting requirements, including to reduce duplicative reporting between NRSCH and CHAFR financial reporting for Registered Community Housing Providers. Further information will soon follow.

